

Volume XVII – Troubleshooting

Purpose

The purpose of Volume XVII is to highlight troubleshooting items that you can follow to help ensure that any E-Filing issue is resolved as soon as possible. The following discussion topics will provide you with a preview and a reference for actions to take if you have problems with the USCIS E-Filing system.

In this section the following troubleshooting topics are addressed:

**National Customer
Service Center Phone #:
800-375-5283**

- [Receive Only a Receipt Number](#)
- [Error Message After the <FINISH> Button](#)
- [Unable to Print PDF File of Your Application](#)
- [Case Status Online](#)
- [Locked out of the E-Filing System](#)
- [Errors on the PDF File of Your Application](#)
- [Receive an Address Error Message](#)

Receive Only a Receipt Number

- If you receive only a receipt number, your application has been properly submitted. It is not necessary to submit another application unless filing for another beneficiary.
 - Contact the NCSC for the appropriate next steps.
 - Your receipt number will first appear on the page with the <FINISH> button.

Error Message After the <FINISH> Button

If you receive any error message after you click the <FINISH> button:

- Do Not submit another application.
 - If you reached the screen with the <FINISH> button on it you have E-Filed your application properly.

Unable to Print PDF File of Your Application

If you are unable to save or print the PDF version of your application or there is an error during this phase of the E-Filing process:

- Do Not submit another application.
- Contact the NCSC for the appropriate next steps.
- If you did not note your receipt number, before clicking on the <FINISH> button:
 - Wait **10 days** until you receive an I-797 (Notice of Action) before making an ASC appointment with NCSC or sending in supporting documentation.
 - Take the I-797 with you to the ASC appointment as proof that you E-Filed.
 - If you don't receive an I-797 within 20 days contact the NCSC.

Case Status Online

You may need to wait at least 48 to 72 hours before you will be able to check the status of your application online using the Case Status Online on the USCIS homepage.

- The Case Status Online and E-Filing systems are separate systems and are not linked.
- Case Status Online system issues are not connected to the E-Filing system.

Locked out of the E-Filing System

If you are locked out of the E-Filing system you will need to wait 1 hour before re-entering the E-Filing system.

- This is a security feature designed to protect your privacy.
- You will be locked out of the E-Filing system when there are 3 failed login attempts and/or the E-Filing system is incorrectly closed.

Errors on the PDF file of Your Application

When reviewing the PDF file of your application, if you notice errors please write to the processing location noted on the confirmation receipt notice.

- Do Not submit another E-Filing application.
- If you are unsure which location your E-Filing application was sent but you have your receipt number, go to the appropriate form specific volume in this reference guide to review the mailing addresses.
- If you are still unsure of your processing location contact the NCSC at 1-800-375-5283.

Receive an Address Error Message

If you receive an error message stating that your address is incorrect, this could be result of the city, state and/or zip code not being programmed within the E-Filing system. Before calling NCSC:

- Check to ensure that the city, state, and zip are correct.
 - Look on www.usps.com to see if the zip code correctly correspondences with the city.